MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2016/2017

BPO2864 – PRODUCTION AND OPERATIONS MANAGEMENT

(All sections / Groups)

28th FEBRUARY 2017
9.00 a.m –11.00 a.m
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of 2 pages excluding the cover page with 4 questions only.

2. Attempt **ALL FOUR** questions. All questions carry equal marks and the distribution of the marks for each question is given.

3. Please write all your answer in the Answer Booklet provided.

QUESTION 1

a. Define with suitable examples of the following terms:

   a. Systems approach
   b. Input
   c. Transformation process
   d. Output
   e. Production

(10 marks)

b. In designing productions and operations management there are generally six (6) fundamental factors for the need to design new products and services to ensure success. Briefly describe **FIVE (5)** of the factors?

(15 marks)
(Total: 25 marks)

QUESTION 2

a. Evaluate the need for a good location in the financial sector or services for improving business and delivery.

(13 marks)

b. The objectives of supply chain management is to maximize its competitive advantage and benefits to the ultimate customers. Explain briefly the **SIX (6)** components in managing the supply chain framework.

(12 marks)
(Total: 25 marks)

QUESTION 3

a. Explain what JIT is and what are the **FIVE (5)** of its benefits as a production strategy?

(10 marks)

b. Toyota Motor Corporation is one of the largest vehicles manufacturers in the world. One of the main reasons for Toyota's competitive advantage is for their Toyota Production System (TPS) which many considered an integral part of Lean. Briefly discuss the **THREE (3)** components of the TPS.

(15 marks)
(Total: 25 marks)
Continued.....

QUESTION 4

a. There are two general approaches to forecasting than can be used to predict future events. Quantitative forecast using mathematical models and qualitative forecast using emotion, intuition, emotions and personal experiences. Briefly explain **THREE (3)** of the **qualitative** approaches.

(15 marks)

b. Explain **FIVE (5)** major strategic operation management (OM) decisions that help companies to improve their performance.

(10 marks)
(Total: 25 marks)

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